



Infinium Upgrade and Recovery Guide

For detailed upgrade and recovery instructions, find the section of this document that pertains to your particular model number. If your model number is not printed on your scope's front panel, it should be printed near the serial number on the rear panel.

Upgrade and recovery software is available free of charge at <http://software.cos.agilent.com/Infinium>. Except where otherwise noted, this software is not available for download and the media must be physically delivered to you.

Upgrade software will update the oscilloscope application, leaving the operating system and user files intact. Recovery software will erase all data on the hard drive and install a fresh disk image. A system recovery is a good first step in troubleshooting any problem that you believe might be software-related.

Quick links

[For models 54810A, 54815A, 54820A, 54825A, 54835A, 54845A, 54846A](#)

[For models 54845B and 54846B](#)

[For models 54830B, 54830D, 54831B, 54831D, 54832B, 54832D, 54833A, 54833D](#)

[For models 54853A, 54854A, and 54855A](#)

For models 54810A, 54815A, 54820A, 54825A, 54835A, 54845A, and 54846A

Some of these units will require hardware upgrades before a system recovery or certain software upgrades are possible. For pricing and availability of any required parts, please visit <http://www.parts.agilent.com> or call Agilent Parts Ordering at 877-447-7278.

To determine your scope's upgradeability:

Locate the three-digit VIN number and serial number on the rear panel of the scope. Then see the section below that applies to your unit. Note that some older units do not have a VIN number.

Quick links

[If the VIN number is 030, 031, 032, or 033](#)

[If the VIN number is 025 and the serial number prefix is US3919 or greater](#)

[If the VIN number is 025 and the serial number prefix is less than US3919](#)

[If the VIN number is 020](#)

[If the VIN number is 015 or does not exist](#)

If the VIN number is 030, 031, 032, or 033:

Your scope has a hardware configuration that allows easy upgrading to the most recent revision of software (version A.04.50 as of this writing). You can also easily perform a system recovery on this scope.

Important note: If your scope's VIN is 030, 031, or 032, please see [Service Note 54845A-07A: Correct Intermittent Lockups Caused By the Motherboard etc](#). These units should be upgraded to VIN 033 via motherboard replacement.



System recovery

Order the most recent revision of *Recovery* disk available on LS-120 media (version A.04.30 as of this writing). Do not attempt to use the 3.5 *Recovery* disks, as the newer motherboard in these scopes requires the newer disk image.

Software upgrade

Order the most recent revision of the *Upgrade* disk available on LS-120 media, or download this software from the locations listed below.

If you choose to download the software, you will need to transfer all the files in each .ZIP file to a blank LS-120 disk. Then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

Note that the A.04.50 LS-120 upgrade is a “partial” upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

A.04.30 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If the VIN number is 025 and the serial number prefix is US3919 or greater:

Your scope has a hardware configuration that allows easy upgrading to the most recent revision of software (version A.04.50 as of this writing). You can also easily perform a system recovery on this scope.

System recovery

Order 3.5 *Recovery* VIN# 025 (*Media: LS-120*). Do not attempt to use the 4.30 *Recovery* disks, as the older motherboard in these scopes requires the older disk image. Once you have recovered to A.03.50, you can safely upgrade to the latest revision (A.04.50 as of this writing).

Software upgrade

Order the most recent revision of the *Upgrade* disk available on LS-120 media, or download this software from the locations listed below.

If you choose to download the software, you will need to transfer all the files in each .ZIP file to a blank LS-120 disk. Then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

Note that the A.04.50 LS-120 upgrade is a “partial” upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

A.04.30 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If the VIN number is 025 and the serial number prefix is less than US3919:

When your scope shipped from the factory, it did not have the LS-120 (120 MB) floppy drive. Officially, this drive is required to upgrade the scope to revision A.04.00 or higher. The drive also makes it possible to perform a system recovery from LS-120 media. You can easily identify the LS-120 drive by the gold icon in the center of the drive door. LS-120 drives also have an electronic (not mechanical) eject button.

If your scope has a standard floppy drive, you should consider upgrading to the LS-120 drive. This drive will allow you to easily perform upgrades and system recoveries that are officially supported. To upgrade your scope, you will need to purchase the **E2633-68703** upgrade kit. The kit includes the LS-120 drive, all necessary hardware for mounting and connecting the drive, and an LS-120 disk containing the most recent revision of software.

System recovery

Officially, there are three methods of recovery available to customers: LS-120 recovery, hard drive replacement, and service center repair. Alternatively, some customers have been successful using third-party external CD-ROM drives.

The preferred method of recovery is via installation of the LS-120 upgrade kit listed above. If your scope has this drive, order the *3.5 Recovery for VIN# 25 (Media: LS-120)*.

A second method is to replace the hard drive with a drive that has the operating system and software preinstalled. Since hard drive part numbers tend to change with time, contact Agilent Parts for the most recent part number. Consult your scope's service manual for detailed hard drive replacement instructions. Service manuals are available for download at <http://www.cos.agilent.com/manuals/scopes.html>.

A third method is to have the Agilent service center perform the recovery. Contact the service center at 800-829-4444 to schedule this repair (choose the "repair and calibration" option in the phone menu). A fee will be assessed for units that are no longer under warranty.

Some customers have been successful performing system recoveries with external CD-ROM drives from companies such as MicroSolutions. These drives connect to the scope's parallel port. Since this method of recovery is unsupported by Agilent, customers are responsible for all configuration of the external drive.

For the recovery to be possible, you will need to mount the external drive and boot the scope from a floppy disk (the drive's manufacturer may be able to provide this disk for you). At the DOS prompt, you must be able to navigate to the drive and see the drive's contents with the **dir** command. If you can successfully get to this point, you should be able to perform a recovery with a special A.03.50 recovery CD. You may download the CD image at the location given below or contact Agilent technical support for a copy of this CD.

The following recovery software is available for download. This is an .ISO CD-ROM image file. You will need to use CD burning software such as Nero or Easy CD Creator to create the CD from this file. Do not simply copy the file onto the CD as this will not work.

A.03.50 Recovery CD:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_5/3_5_rec.iso

Software upgrade

If your scope does not have the LS-120 drive, order the latest *Upgrade* disk that is available on 3.5" Floppy media (revision A.03.72 as of this writing). Versions A.04.00 and higher are not offered on standard 3.5" floppies.

Alternatively, you may download the A.03.72 upgrade at the following location. You will need ten blank floppy disks labeled 1 through 10. When you execute the file it will create ten folders; one for each disk. Copy the contents of each folder to the corresponding disk and then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_72/3_72_upg.exe

If you have upgraded your scope to an LS-120 drive, you can upgrade the software to the most recent revision (A.04.50 as of this writing). Order the appropriate *Upgrade* disk(s) available on LS-120 media, or download this software from the locations listed below.

If you choose to download the software, you will need to transfer all the files in each .ZIP file to a blank LS-120 disk. Then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

Note that the A.04.50 LS-120 upgrade is a "partial" upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

A.04.30 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If your scope does not have an LS-120 drive but you do have a working external CD-ROM drive as mentioned in *System recovery* above, it is possible to upgrade to revision A.04.00 or higher.

To upgrade your non-LS-120 scope to A.04.xx, you will need the A.04.xx upgrade software on CD and the appropriate boot disk on a 3.5" floppy. You may contact Agilent technical support for copies of these disks, or download the files at the locations given below. The boot disk supports the MicroSolutions model 167550 Backpack CD-ROM drive. You may need to modify the files for compatibility with your drive.

Note that the A.04.50 LS-120 upgrade is a "partial" upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

Boot disk for A.04.xx upgrade from CD (save contents to floppy):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/bootdisk/CD_boot.zip

A.04.30 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If the VIN number is 020:

When your scope shipped from the factory, it did not have the LS-120 (120 MB) floppy drive. Officially, this drive is required to upgrade the scope to revision A.04.00 or higher. The drive also makes it possible to perform a system recovery from LS-120 media. You can easily identify the LS-120 drive by the gold icon in the center of the drive door. LS-120 drives also have an electronic (not mechanical) eject button.

If your scope has a standard floppy drive, you should consider upgrading to the LS-120 drive. This drive will allow you to easily perform upgrades and system recoveries that are officially supported. To upgrade your scope, you will need to purchase the **E2633-68703** upgrade kit. The kit includes the LS-120 drive, all necessary hardware for mounting and connecting the drive, and an LS-120 disk containing the most recent revision of software.

If you upgrade to the LS-120 drive, we highly recommend that you also upgrade your scope's system RAM to 64 MB. Software revisions A.04.00 and higher will not run reliably with less than 64 MB memory. The memory upgrade requires two 32 MB 72-pin DRAM SIMM chips. You can order these chips from Agilent (buy quantity 2 of part number **1818-7682**) or from a third party vendor. Many customers have been successful using RAM chips from various memory manufacturers.

Important note: Your motherboard's memory **must** be installed in pairs. Do not install single memory chips.

This additional RAM will allow advanced features such as WebEnable to run reliably. But because of the slower processors in these machines, performance and responsiveness will not be as good as that of the newer, faster machines.

For complete instructions on installing the two 32 MB SIMMs and making appropriate adjustments to the BIOS, please refer to Service Note 54810A-06 at
<http://literature.agilent.com/litweb/pdf/54810A-06.pdf>

System recovery

Officially, there are three methods of recovery available to customers: LS-120 recovery, hard drive replacement, and service center repair. Alternatively, some customers have been successful using third-party external CD-ROM drives.

The preferred method of recovery is via installation of the LS-120 upgrade kit listed above. If your scope has this drive, order the *3.5 Recovery VIN# 025 (Media: LS-120)*. Note that a VIN 020 version is not available since the great majority of these scopes do not have the LS-120 drive. The VIN 025 Recovery is the correct version for your VIN 020 scope.

A second method is to replace the hard drive with a drive that has the operating system and software preinstalled. Since hard drive part numbers tend to change with time, contact Agilent Parts for the most recent part number. Consult your scope's service manual for detailed hard drive replacement instructions. Service manuals are available for download at <http://www.cos.agilent.com/manuals/scopes.html>.

A third method is to have the Agilent service center perform the recovery. Contact the service center at 800-829-4444 to schedule this repair (choose the "repair and calibration" option in the phone menu). A fee will be assessed for units that are no longer under warranty.

Some customers have been successful performing system recoveries with external CD-ROM drives from companies such as MicroSolutions. These drives connect to the scope's parallel port. Since this method of recovery is unsupported by Agilent, customers are responsible for all configuration of the external drive.

For the recovery to be possible, you will need to mount the external drive and boot the scope from a floppy disk (the drive's manufacturer may be able to provide this disk for you). At the DOS prompt, you must be able to navigate to the drive and see the drive's contents with the **dir** command. If you can successfully get to this point, you should be able to perform a recovery with a special A.03.50 recovery CD. You may download the CD image at the location given below or contact Agilent technical support for a copy of this CD.

The following recovery software is available for download. This is an .ISO CD-ROM image file. You will need to use CD burning software such as Nero or Easy CD Creator to create the CD from this file. Do not simply copy the file onto the CD as this will not work.

A.03.50 Recovery CD:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_5/3_5_rec.iso

Software upgrade

As shipped from the factory, these scopes have a maximum of 16 MB RAM, which is inadequate for running the most recent revision of software.

If your scope's hardware is unmodified and you do not wish to modify it, order the latest *Upgrade* disk that is available on 3.5" Floppy media (revision A.03.72 as of this writing). Versions A.04.00 and higher will not run reliably on these machines and are not offered on standard 3.5" floppies.

Alternatively, you may download the A.03.72 upgrade at the following location. You will need ten blank floppy disks labeled 1 through 10. When you execute the file it will create ten folders; one for each disk. Copy the contents of each folder to the corresponding disk and then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_72/3_72_upg.exe

If you have upgraded your scope to an LS-120 drive and 64 MB RAM, you can upgrade the software to the most recent revision (A.04.50 as of this writing). Order the appropriate *Upgrade* disk(s) available on LS-120 media, or download this software from the locations listed below.

If you choose to download the software, you will need to transfer all the files in each .ZIP file to a blank LS-120 disk. Then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

Note that the A.04.50 LS-120 upgrade is a "partial" upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

A.04.30 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If your scope does not have an LS-120 drive but you do have a working external CD-ROM drive as mentioned in *System recovery* above, it is possible to upgrade to revision A.04.00 or higher. To do this, you must first upgrade your scope's system RAM to 64 MB as described above.

To upgrade your non-LS-120 scope to A.04.xx, you will need the A.04.xx upgrade software on CD and the appropriate boot disk on a 3.5" floppy. You may contact Agilent technical support for copies of these disks, or download the files at the locations given below. The boot disk supports the MicroSolutions model 167550 Backpack CD-ROM drive. You may need to modify the files for compatibility with your drive.

Note that the A.04.50 LS-120 upgrade is a "partial" upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

Boot disk for A.04.xx upgrade from CD (save contents to floppy):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/bootdisk/CD_boot.zip

A.04.30 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

If the VIN number is 015 or does not exist:

Your scope is among the oldest Infiniium units. When your scope shipped from the factory, it did not have the LS-120 (120 MB) floppy drive. You can easily identify the LS-120 drive by the gold icon in the center of the drive door. LS-120 drives also have an electronic (not mechanical) eject button.

Your scope should not have an LS-120 drive and we recommend that you do not attempt to install one. Your scope's BIOS will not recognize the drive, and we have no means of updating the BIOS.

System recovery

Officially, there are two methods of recovery available to customers: hard drive replacement and service center repair. Alternatively, some customers have been successful using third-party external CD-ROM drives.

One method of recovery is to replace the hard drive with a drive that has the operating system and software preinstalled. Since hard drive part numbers tend to change with time, contact Agilent Parts for the most recent part number. Consult your scope's service manual for detailed hard drive replacement instructions. Service manuals are available for download at <http://www.cos.agilent.com/manuals/scopes.html>.

A second method is to have the Agilent service center perform the recovery. Contact the service center at 800-829-4444 to schedule this repair (choose the "repair and calibration" option in the phone menu). A fee will be assessed for units that are no longer under warranty.

Some customers have been successful performing system recoveries with external CD-ROM drives from companies such as MicroSolutions. These drives connect to the scope's parallel port. Since this method of recovery is unsupported by Agilent, customers are responsible for all configuration of the external drive.

For the recovery to be possible, you will need to mount the external drive and boot the scope from a floppy disk (the drive's manufacturer may be able to provide this disk for you). At the DOS prompt, you must be able to navigate to the drive and see the drive's contents with the **dir** command. If you can successfully get to this point, you should be able to perform a recovery with a special A.03.50 recovery CD. You may download the CD image at the location given below or contact Agilent technical support for a copy of this CD.

The following recovery software is available for download. This is an .ISO CD-ROM image file. You will need to use CD burning software such as Nero or Easy CD Creator to create the CD from this file. Do not simply copy the file onto the CD as this will not work.

A.03.50 Recovery CD:

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_5/3_5_rec.iso

Software upgrade

As shipped from the factory, these scopes have a maximum of 16 MB RAM, which is inadequate for running the most recent revision of software.

If your scope's hardware is unmodified and you do not wish to modify it, order the latest *Upgrade* disk that is available on 3.5" Floppy media (revision A.03.72 as of this writing). Versions A.04.00 and higher will not run reliably on these machines and are not offered on standard 3.5" floppies.

Alternatively, you may download the A.03.72 upgrade at the following location. You will need ten blank floppy disks labeled 1 through 10. When you execute the file it will create ten folders; one for each disk. Copy the contents of each folder to the corresponding disk and then perform the upgrade in the usual manner (click **Utilities | Upgrade Software**).

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/3_72/3_72_upg.exe

If you have an external CD-ROM drive as mentioned in *System recovery* above, it is possible to upgrade to revision A.04.00 or higher. To do this, you must first upgrade your scope's system RAM to 64 MB, which requires two 32 MB 72-pin DRAM SIMM chips. You can order these chips from Agilent (buy quantity 2 of part number **1818-7682**) or from a third party vendor. Many customers have been successful using RAM chips from various memory manufacturers.

Important note: Your motherboard's memory **must** be installed in pairs. Do not install single memory chips.

This additional RAM will allow advanced features such as WebEnable to run reliably. But because of the slower processors in these machines, performance and responsiveness will not be as good as that of the newer, faster machines.

For complete instructions on installing the two 32 MB SIMMs and making appropriate adjustments to the BIOS, please refer to Service Note 54810A-06 at
<http://literature.agilent.com/litweb/pdf/54810A-06.pdf>.

To upgrade your non-LS-120 scope to A.04.xx, you will need the A.04.xx upgrade software on CD and the appropriate boot disk on a 3.5" floppy. You may contact Agilent technical support for copies of these disks, or download the files at the locations given below. The

boot disk supports the MicroSolutions model 167550 Backpack CD-ROM drive. You may need to modify the files for compatibility with your drive.

Note that the A.04.50 LS-120 upgrade is a “partial” upgrade that does not contain the WebEnable software. To use the WebEnable feature, you must upgrade to A.04.30 before using the A.04.50 upgrade.

Boot disk for A.04.xx upgrade from CD (save contents to floppy):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/bootdisk/CD_boot.zip

A.04.30 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_3/4_3_upg.zip

A.04.50 Upgrade files (burn contents to CD):

ftp://ftp.agilent.com/pub/callpub1/ddt/scope/548xx/Upg_Rec/4_5/4_5_upg.zip

For models 54845B and 54846B

Since these newer models have integrated CD-ROM drives, upgrades and recoveries are very straightforward.

System recovery

Order the most recent revision of *Recovery CD* that is available.

Software upgrade

Order the most recent revision of the *Upgrade LS-120* that is available.

For models 54830B, 54830D, 54831B, 54831D, 54832B, 54832D, 54833A, 54833D

These models were originally released with the Windows 98 operating system. Newer units and upgraded older units run Windows XP. Your scope’s operating system will determine which upgrade or recovery CDs are appropriate for it. To determine your operating system, click **Help | About Infinium** and look in the SYSTEM CONFIGURATION section.

System recovery (Windows 98)

Order the most recent revision of *Recovery CD* that is available.

Software upgrade (Windows 98)

Order the most recent revision of the *Upgrade CD* that is available (revision A.02.30 as of this writing).

Note that no further software updates are planned for Windows 98 users. To take advantage of software updates to revision A.03.00 or higher, we strongly recommend that you purchase our N5383A Infinium Performance Upgrade Kit. This kit upgrades your scope to Windows XP Pro, increases system RAM from 256 MB to 512 MB, and allows you to run Windows applications inside the scope.

System recovery (Windows XP)

If your scope originally shipped with Windows XP, no recovery CD is necessary. A hidden partition on your hard drive contains the recovery system. To perform a system recovery, follow these steps:

1. With the keyboard and mouse connected, turn on the scope.
2. When the “Agilent Technologies” splash screen appears, hold down one of the Ctrl keys.
3. When the Recovery screen appears, release the Ctrl key.
4. Select Recover System from the Boot Menu and press Enter.
5. Follow the on-screen instructions.

If your scope originally shipped with Windows 98 and was upgraded to Windows XP, your N5383A upgrade CD package is your recovery set. To perform a recovery, simply install the Windows XP upgrade as per the original instructions.

Under our agreement with Microsoft, we are generally not able to send customers free replacement CDs. If you have lost your CDs, contact Agilent technical support.

If you are not sure which of the above cases applies to your scope, the easiest way to tell is to attempt to recover from the hidden partition by following steps 1-5 above. If the hidden partition does not exist, the recovery console will not load and the scope will boot to Windows. In that case, you will need to recover from CDs.

Software upgrade (Windows XP)

Order the most recent revision of the *Upgrade CD* that is available.

We also highly recommend that you visit Microsoft’s Windows Update page and install all available **Critical Updates and Service Packs** for Windows XP. Check the site periodically for new updates or subscribe to Automatic Updates when prompted. We do not recommend that you install updates from the **Windows XP or Driver Updates** categories.

To get started with Windows Update, open Internet Explorer and click **Tools | Windows Update**.

For models 54853A, 54854A, 54855A

System recovery

If your scope originally shipped with software revision A.03.10 or higher, no recovery CD is necessary. A hidden partition on your hard drive contains the recovery system. To perform a system recovery, follow these steps:

1. With the keyboard and mouse connected, turn on the scope.
2. When the “Agilent Technologies” splash screen appears, hold down one of the Ctrl keys.
3. When the Recovery screen appears, release the Ctrl key.
4. Select Recover System from the Boot Menu and press Enter.
5. Follow the on-screen instructions.

If your scope originally shipped with software revision A.03.00 or A.03.01, order the most recent revision of the *Recovery CD* that is available.

If you are not sure which of the above cases applies to your scope, the easiest way to tell is to attempt to recover from the hidden partition by following steps 1-5 above. If the hidden partition does not exist, the recovery console will not load and the scope will boot to Windows. In that case, you will need to recover from CDs.

Software upgrade

Order the most recent revision of the *Upgrade CD* that is available.

We also highly recommend that you visit Microsoft's Windows Update page and install all available **Critical Updates and Service Packs** for Windows XP. Check the site periodically for new updates or subscribe to Automatic Updates when prompted. We do not recommend that you install updates from the **Windows XP or Driver Updates** categories.

To get started with Windows Update, open Internet Explorer and click **Tools | Windows Update**.

By internet, phone, or fax, get assistance with all your test & measurement needs

Online assistance:

<http://www.agilent.com/find/assist>

Phone or Fax

United States:

(tel) 800 452 4844

Europe:

(tel) (31 20) 547 2323

Latin America:

(tel) (305) 269 7500

Canada:

(tel) 877 894 4414

Japan:

(fax) 905 282 6495

(tel) (81) 426 56 7832

Taiwan:

(tel) 0800 047 866

China:

(tel) 800 810 0189

Korea:

(fax) 800 820 2816

(tel) (82 2) 2004 5004

Other Asia Pacific Countries:

(tel) (65) 6375 8100

(fax) (82 2) 2004 5115

(fax) (65) 6836 0252

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